IE 403 – HCI
TASK ANALYSIS

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<u>**Smart TV**</u>

1. I told my aunt and her son(cousin) to search a movie on Amazon prime on smart tv. The difference between them is the way of searching the movie on tv using remote.
Aunt search it by typing the whole spelling and so it takes more time like 4-5 minutes but my cousin just picks the first character of movie from window and go straight to the movie which took 1-2 minutes.

2. I don't know about exact time but the method used by my cousin takes less time than the method used by aunt. The time will be decrease if we search same movie in laptop because remote has alphanumeric keyboard which takes more time for typing.

3. Elder people are very familiar with alphanumeric keyboard so they can search movie through remote easily but youngers who are very familiar with smart phones and its keyboard have some little difficulty to search movie through remote.

4. For smart tv,
   a. The goal is to search movie on amazon prime in smart tv.
   b. Sequence of action
      - Turn the tv on.
      - Connect it with internet.
      - Take remote.
      - Open amazon prime, Netflix or you-tube.
      - Type movie name and search.
      - Play the movie.
   c. Two different users are included above. (aunt and cousin)

d. The difference between different users is the way they use to search the movie on smart tv.

e. All use different methods like searching movie through remote and mobile phone. Searching movie through smart phone's keyboard is easy for teenagers but the same task using remote can be little bit difficult for them.

g. For HTA plan,
Step 2 is not necessary for all tvs because most of smart tvs are connected to internet. Perform 2 if we want.

- Turn the tv on.
  - Connect it with internet.
- Take remote.
- Open amazon prime, Netflix or you-tube.
- Type movie name and search.
- Play the movie.

ATM machine

1. I withdrew money from SBI and BOB ATM and I noticed that both have same procedure to withdraw money and takes approx 2-3 minutes.
In BOB ATM, if you use non BOB card, it asks to enter a pin at first, then ask to select preferred language, then services, then ask for account type and then amount of money you want to withdraw.
In case of BOB card, it first asks for preferred language and then ask for services and then the further procedure.
In SBI ATM, procedure is same but it asks to enter number between 0 and 100.

Both ATM has difference in their interfaces like have different colour according to the bank. There are also touch screen ATMs and button operated ATMs.

2. Elder people takes more time to withdraw money from ATM than younger people.

3. Elder people prefer to withdraw money from bank because they don't know the procedure of ATM where youngers use ATM to withdraw money because it is fast service.

4. For ATM,
   a. Withdraw money from ATM.
   b. Sequence of actions
      - Go to ATM.
      - Put ATM card in machine.
      - Enter preferred language.
      - Generate pin number if it is new card.
      - Enter pin number.
      - Select service to withdraw money.
      - Enter amount to withdraw.
      - Complete transaction and grab cash.
      - Take ATM card and receipt at last.
   c. Different users are elder people and younger people.
   d. There is no difference in action of both users because they have to follow all steps to withdraw money.
   g. If you already have pin, then don't need to generate pin again so you can skip step d).
      - Go to ATM.
      - Put ATM card in machine.
      - Enter preferred language.
         - Generate pin number if it is new card.
      - Enter pin number.
      - Select service to withdraw money.
      - Enter amount to withdraw.
      - Complete transaction and grab cash.
      - Take ATM card and receipt at last.